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FORTIS

UPS
User Manual

525 VA
625 VA

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IMPORTANT SAFETY INSTRUCTIONS

PLEASE, SAVE THESE INSTRUCTIONS
This manual contains important instructions that should be followed during unpacking, installation and maintenance of the UPS and batteries.

Important Notices

- To ensure safety in all applications where a UPS is hard-wired to the electrical supply, the connections between the UPS and the electrical supply should be made by a qualified electrical contractor.
- Those UPS systems supplied with a factory input lead can be safely connected to the wall outlet by the purchaser.
- The UPS has its own internal energy source (battery). Should the battery be switched on when no AC power is available, voltage will be at the output terminals.
- Ensure that the AC utility outlet is correctly wired and grounded.
- Ensure that the input voltage of the UPS matches the supply voltage.
- Use a certified input power cable with the correct plugs and sockets that matches the voltage system.
- Do not open the case as there are no serviceable parts inside. Opening the case will void the warranty.
- Any attempt to repair the UPS unit by someone other than an authorized technician shall void the warranty.
- To eliminate overheating of the UPS, keep all ventilation openings free from obstruction, and do not store anything on top of the UPS. Keep the UPS 8 inches (20 cm) away from the wall.
- Ensure the UPS is installed within the proper environment as specified (0-40°C or 32-40^{o} F and 30-90% non-condensing humidity).
- Do not install the UPS in direct sunlight. The warranty may be void if the batteries fail.
- Install the UPS indoors as it is not designed for outdoor use.
- Dusty, corrosive and salty environments can damage the UPS.
- Install the UPS away from objects which give off excessive heat and areas which are excessively wet.
- Liquids spilled and/or foreign objects dropped into the UPS will void the warranty.
- The battery will discharge naturally if the system is unused for any length of time.
- The UPS should be recharged every 2-3 months if unused. If this is not done, the warranty will be void. When the UPS is used regularly, the batteries will be automatically recharged and kept in top condition.
- This UPS has been designed and constructed to protect your assets from the wide range of power aberrations experienced on utility power lines. Take care to install and maintain the system correctly by your local distributor.
- Intended for installation in a temperature controlled environment.

- Servicing of batteries should be performed or supervised by persons knowledgeable about batteries and the required precautions. Keep unauthorized personnel away from batteries.
- When replacing batteries, replace with the same number and type.

CAUTION – Do NOT dispose of battery or batteries in a fire. The battery may explode.
CAUTION – Do NOT open or mutilate the battery or batteries. Released electrolyte is harmful to the skin and eyes. It may be toxic.
CAUTION – Risk of Electric Shock – Do NOT remove the cover. There are no user serviceable parts. Refer servicing to qualified technicians.
CAUTION – Risk of Electric Shock – The battery circuit is NOT isolated from AC. Hazardous voltage may exist between the battery terminals and ground. Test before touching.
CAUTION – A battery can present a risk of electrical shock and high short circuit current.
CAUTION – Keep children away from this product.
CAUTION – HEALTH CARE – THE UPS IS NOT TO BE USED IN PATIENT CARE APPLICATIONS: The Rocpower product you purchased was not designed for direct or indirect patient care and treatment. DO NOT use this product with any equipment used to directly or indirectly treat or care for a patient.
CAUTION – To prevent personal injury or property damage, do not carry or move the UPS by the handle or the front cover.
CAUTION – The UPS is designed to be used with computer loads only.
CAUTION – Do NOT connect a laser printer to the UPS outlets.

The Following precautions should be observed when working on batteries:

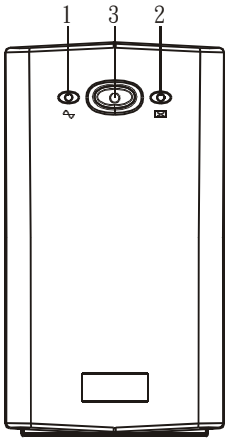
- Remove watches, rings, or other metal objects.
- Use tools with insulated handles.
- Wear rubber gloves and boots.
- Do not lay tools or metal parts on top of batteries.
- Disconnect charging source prior to connecting or disconnecting battery terminals.

WARNING:

- This is a Class A-UPS Product in a domestic environment
- This product may cause radio interference. Should this occur, the user may be required to take additional measures.

CHAPTER 1

Front Panel Explanations



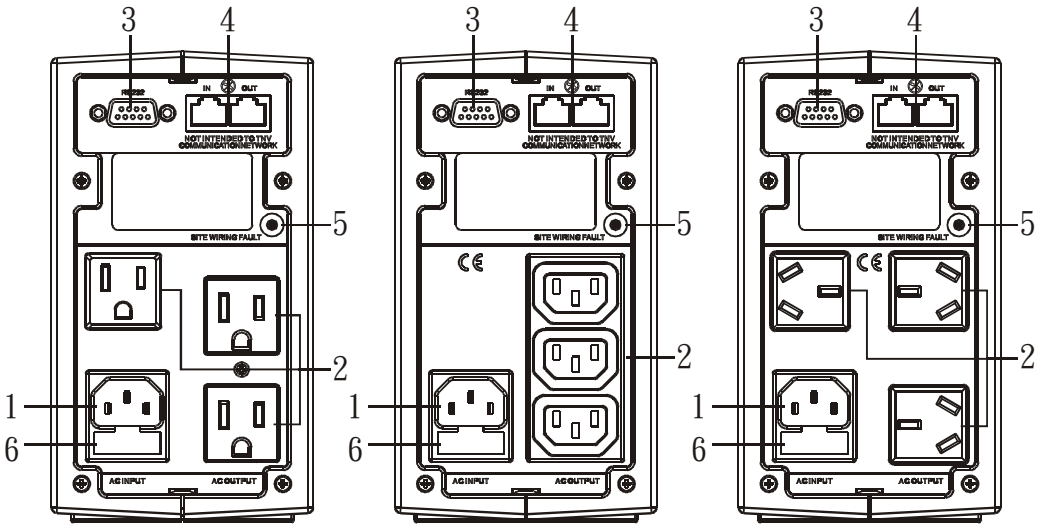
1. Line LED (~):
   Green LED is steady when the utility is normal.
   Green LED flashes and the buzzer sounds every three (3) seconds when there is a utility failure.
   Green LED flashes every three (3) seconds when the UPS is in charging mode.
   Green LED is steady and the buzzer sounds continuously when the UPS is overloaded.
2. Check Battery LED (✉):
   Red LED flashes and buzzer sounds every 0.5 seconds when the UPS battery is low.
3. Main Switch:
   Controls ON/OFF of the UPS when the utility is normal.
   Enables “DC-Start” Function when the utility fails. (To enable DC-Start, UPS load should be under 80%.)

Note: Ensure that the computer connected to the UPS is switched ON before enabling the "DC-Start" function. Do not add other computers or peripherals after DC-Start function is activated.

Rear Panel Explanations

1. AC Input
2. Backup Outlets: 3pcs NEMA5-15R or IEC320
3. Computer Interface: True RS232 communication port.
4. RJ11/RJ45 Jacks: MODEM /LAN Protection
5. Site Wiring Fault Indicator: For 115Vac system only.
6. AC Fuse Holder. (W/fuse)

   525VA/115VAC/6A 800VA/115VAC/8A
   525VA/230VAC/4A 800VA/230VAC/6.5A
   625VA/115VAC/8A
   625VA/230VAC/6.5A



USA ICE – Europe Australia - China

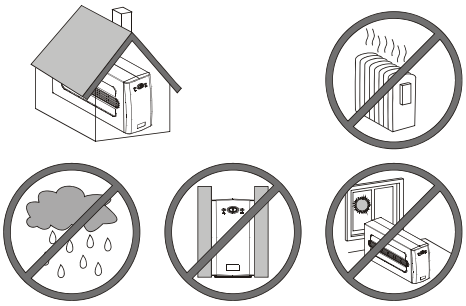
CHAPTER 2

Unpacking

CAUTION: Please be careful when lifting the shipping container or the UPS. These items are heavy. Improper lifting or movement may cause personal injuries or property damage.

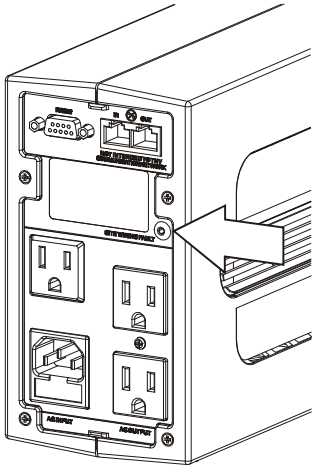
- Take the UPS out of the packing material. Retain it for future use.
- Inspect the UPS for any obvious damage. If damage exits, IMMEDIATELY contact the hipper.

Place the UPS properly



Check the Site Wiring Fault Indicator (115V only)

Caution: If the site wiring faults indicator lights, get a qualified electrician to correct the building wiring.



Storage Instruction

For extended storage through moderate climate (-15 to +30 °C / +5 to +86 °F), the batteries should be charged for 12 hours every six (6) months by plugging the UPS power cord into the wall outlet. Repeat this every three (3) months in a high temperature (+30 to +45 °C / +86 to +113 °F) environment.

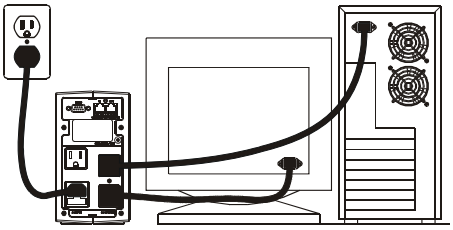
CHAPTER 3

Important Notice

Plug the UPS onto the wall outlet and charge the UPS for over 8 hours after initial installation.

Connect the loads

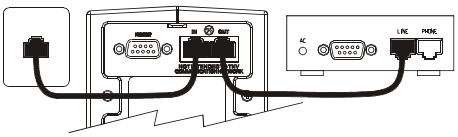
Connect the UPS to the AC power outlet. Then plug the loads into the output connectors on the rear of the UPS. To use the UPS as a master ON/OFF switch, make sure that all of the loads are switched ON.



Caution: Do not connect a laser printer to the UPS outlets. These UPS outlets provide battery power and surge protection to the equipment when the utility voltage is outside acceptable limits.

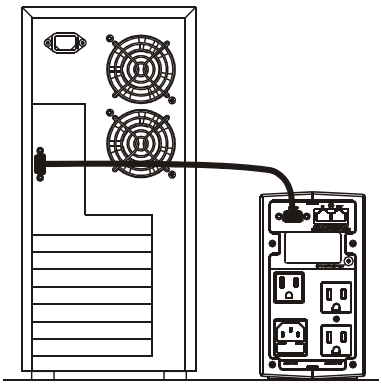
Connect telephone / Network Surge protection

Connect a single line telephone or a 10 base-T / 100 base-T network cable into the RJ-45 / RJ-11 telephone / network surge protection IN plug on the back of the UPS. Connect telephone cable (supplied) or network cabling (not supplied) from the OUT plug to a fax modem or network port.



Connect Computer Interface Port (Optional)

Connect the supplied interface cable to the 9-pin computer interface port on the back of the UPS. Connect the other end to the computer. See software document for installation instructions.



Operational Test

Connect the UPS to the wall outlet.
Push the Main Switch ON to see if the Green Line (⏦) LED lights up.
Connect your computer equipment to the UPS and then disconnect the UPS from the wall outlet. Check to see if the Line (⏦) LED is flashing every three (3) seconds and if the alarm buzzer is beeping. The flashing and the alarm buzzer indicates the UPS is running only on the battery power. You may wish to save your open files and shut down your computer.

Repeat the above when running applications on the computer. Ensure that the UPS is working properly to support continuous operation.

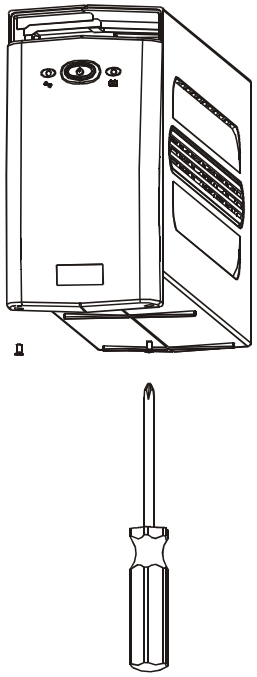
CHAPTER 4

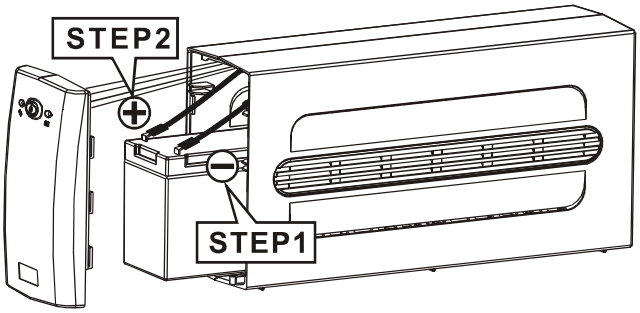
Replacing the Battery

WARNING: Unplug the UPS from the electrical outlet BEFORE attempting to replace the battery.

Note: Once the battery is disconnected, the loads are not protected from power outages.

1. Use a Phillips-head screwdriver to remove the two front panel screws and slide down the panel.
2. Gently pull the battery out of the UPS.
3. Loosen the black wire from the negative (-) terminal and red wire from the positive (+) terminal.
4. Connect the battery leads to the new battery.
5. Note: Small sparks at the battery connectors are normal during connection.
6. Slide the new battery into the UPS.
7. Close the front panel and fasten the two screws.
8. Dispose of the old battery properly at an appropriate recycling facility.





Recycling the Used Battery

Contact your local recycling or hazardous waste center for information on the proper disposal of the used batteries.

CHAPTER 5

Troubleshooting

When the UPS malfunctions during operation, check the list below for suggested solutions. If the problem cannot be resolved, contact your sales agent for help.		
Situation	**Check Items**	**Solution**
AC power is normal but 'Line' LED is not ON.	1. Is the power switch ON? 2. Is the fuse blown? 3. Is the power cord loose?	1. Press Main switch ON. 2. Change fuses w/same rating. 3. Re-connect the power cord properly.
'Line' LED flashes every second but no output	Battery voltage is too low	Recharge the UPS for 24 hours.
Alarm buzzer beeps continuously when the utility is normal.	Check load status to see if the UPS is overloaded.	Remove uncritical loads.
Alarm buzzer beeps for 10 seconds, then the UPS turns OFF.		Remove uncritical loads and switch ON the UPS.
No LEDs display on the front panel		Consult with your sales agent for help.
UPS does not provide expected back up time.	1. The UPS's battery is weak due to recent outage. 2. The UPS's battery is near the end of its service life.	1. Charge the battery. 2. Replace the battery.
The UPS operates normally, but the site wiring fault indicator is lit.	Building wiring error such as missing ground or hot to neutral wire reversal.	Have a qualified electrician correct the building wiring.

CHAPTER 6

LIMITED WARRANTY

This Limited Warranty is provided by Rocstorage, Inc. (hereinafter: Rocstor) for the Rocstor, Rocpower and Rocsecure lines of products.

General Terms

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, ROCSTOR MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ROCSTOR EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty applies to the Rocstor branded hardware products sold by or leased from Rocstor, Inc., its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as “Rocstor”). This Limited Warranty is applicable in all countries and may be enforced in any country where Rocstor or its authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country to country and may also be subject to registration requirements in the country of purchase.

Rocstor warrants that the Rocstor hardware product and all the internal components of the product that you have purchased or leased from Rocstor are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from Rocstor. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your Rocstor branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this Rocstor branded product and is not transferable to anyone who obtains ownership of the Rocstor branded product from the original purchaser or lessee.

Rocstor products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the Rocstor hardware product in which they are installed, whichever is longer.

This Limited Warranty is provided by Rocstor for Rocpower lines of products used in the ordinary course of your business.

Descriptions, Drawings and Specifications
Rocstor products will substantially conform to the descriptions, drawings and specifications published by Rocstor. However, the descriptions, drawings and specifications are not warranties of performance and not warranties of fitness for a particular purpose. The descriptions, drawings and specifications are subject to this limited warranty.

Rocstor's Obligation under the Warranty
During the Limited Warranty Period, Rocstor will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of Rocstor. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day limited warranty of the spare part. In the unlikely event that your Rocstor product has a recurring failure, Rocstor, at its discretion, may elect to provide you with a replacement unit of Rocstor's choosing that is at least equivalent to your Rocstor branded product in hardware performance. Rocstor reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products. The original Limited Warranty is not extended when the product, or a part of the product, is repaired or replaced during the Limited Warranty period.

Rocstor does not warrant that the operation of this product will be uninterrupted or error-free. Rocstor is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the Rocstor branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, or other external causes; (b) as a result of normal wear; (c) by operation outside the usage parameters stated in the user documentation that shipped with the product and/or posted on the Rocstor website; (d) by the use of parts not manufactured or sold by Rocstor; or (e) by modification or service by anyone other than (i) Rocstor, (ii) a Rocstor authorized service provider, or (iii) your own installation of end-user replaceable Rocstor or Rocstor approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive Limited Warranty agreement between Rocstor and you regarding the Rocstor branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations including representations made in Rocstor sales literature or advice given to you by Rocstor or an agent or employee of Rocstor that may have been made in connection with your purchase or lease of the Rocstor branded product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of Rocstor.

Buyer's Obligation under the Warranty
The person requesting coverage under this warranty shall prove that he or she is the original purchaser and declares that the product has not been sold, leased, bartered or otherwise changed possession.

The buyer must notify Rocstor and show proof of notification through any reasonable means of communication in which there is acknowledgment of receipt. See full street address, email address and toll free phone numbers below. The notification shall identify any defect, malfunction or nonconformity promptly upon discovery. Rocstor will acknowledge receipt of the communication and issue a Return Merchandise Authorization (RMA) code. The buyer is obligated to securely and safely package the product, preferably in the original packing materials, WITH THE RMA code on the shipping label, and deliver it together with a copy of the original purchase receipt and a description of the problem to the Rocstor home office. Buyer is responsible for the product until it is received by Rocstor. It is recommended that the product be insured during transportation.

NOTICE: The individual user should take care to determine, prior to use, whether this device is suitable, adequate or safe for the use intended. Since individual applications are subject to great variation, Rocstor makes no representation or warranty as to the suitability or fitness of these products for any specific application.

Limitation of Damages (Liability)
IF YOUR ROCSTOR BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. ROCSTOR'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY ROCSTOR HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE. ROCSTOR IS NOT LIABILE FOR ANY DAMAGE TO ANY OTHER PRODUCT CONNECTED TO A ROCSTOR PRODUCT.

Limitation on Consequential Damages
ROCSTOR IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. ROCSTOR IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU ON BEHALF OF A THIRD PARTY. ROCSTOR IS NOT LIABILE FOR ANY DAMAGE TO ANY OTHER PRODUCT CONNECTED TO A ROCSTOR PRODUCT.

THIS LIMITATION OF LIABILITY APPLIES TO ANY CLAIM FOR DAMAGES OR EQUITABLE RELIEF, WHETHER A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, BREACH OF WARRANTY OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED ROCSTOR OR AN AUTHORIZED REPRESENTATIVE OF ROCSTOR OF THE POSSIBILITY OF ANY SUCH DAMAGES.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Limitation on the Use of Any Rocstor "Rocpower" Product
The product you purchased was not designed for direct or indirect patient care and treatment. Do not use this product with any equipment used to directly or indirectly treat or care for a patient.

CAUTION IF DAMAGED
The UPS contains sealed, non-spillable, lead acid batteries. The UPS must be recycled or disposed of properly.

Packages that are crushed, punctured or torn such that the contents are revealed should be set aside in an isolated area and must be inspected by a qualified person. If the package is not shippable, the contents shall be promptly collected and segregated. Immediately contact the cosigner or consignee.

Disclaimer
We accept no liability for any loss of data, damages and the inability of Rocstor products to work with any third party equipment. Nor can Rocstor accept any liability or responsibility for software or third party hardware products.

Options and Software
The Limited Warranty terms and conditions for Rocstor options are as indicated in the Limited Warranty applicable to Rocstor options. ROCSTOR DOES NOT WARRANTY SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY ROCSTOR. Rocstor's only obligations with respect to software distributed by Rocstor under the Rocstor brand name are set forth in the applicable end-user license or program license agreement. Non-Rocstor hardware and software products are provided "AS IS" and without any Warranty. However, non-Rocstor manufacturers, suppliers, or publishers may provide their own warranties directly to you.

Software Technical Support
Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by Rocstor on the Rocstor branded product or that was included with the Rocstor branded product at the time of your purchase or lease of the product. Technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support.

After the first ninety (90) days, technical support for software that was either preinstalled by Rocstor on the Rocstor branded product or included with the Rocstor branded product at the time of your purchase or lease of the product is available for a fee.

WARNING
The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Since individual applications are subject to great variation, the manufacturer "Rocstor" makes no representation or warranty as to the suitability or fitness of these devices for any specific application.

Limited Warranty Period
The limited warranty period for ROCPOWER UPS products is two (2) years Parts and Labor on the chassis and one (1) year Parts and Labor on the batteries, whether inside the chassis or provided separately. Rocstor warrants this equipment, when properly applied and operated within specified conditions, against faulty materials or workmanship for a period of one (1) year from the date of original purchase by the original end user. This Limited Warranty extends only to the original purchaser or lessee of this Rocstor branded product and is not transferable. For equipment sites within the United States and Canada, this limited warranty covers repair or replacement of defective equipment at the discretion of Rocstor. Repair will be from the nearest authorized service center. Replacement parts and warranty labor will be borne by Rocstor. For equipment located outside of the United States and Canada, Rocstor, Inc. only covers faulty parts.
Rocstor products repaired or replaced pursuant to this limited warranty shall be warranted for the unexpired portion of the limited warranty applying to the original product. This limited warranty applies only to the original purchaser who must have properly registered the product within 10 days of purchase.

Customers in Mexico may obtain service under this Limited Warranty only by delivering or shipping the product (with all shipping or delivery charges prepaid) to an authorized service center.

Types of Limited Warranty Service
Your Rocstor Limited Warranty consists of repair or replacement of defective parts, identified by the Rocstor Support Organization as "pre-failure."

Carry-in Limited Warranty Service Available Monday – Friday
Under the terms of carry-in service, you may be required to deliver your Rocstor product to the Rocstor Service Center or an authorized service location for warranty repair. You must prepay any shipping charges, insurance, taxes, or duties associated with transportation of the product. You are responsible for insuring any product shipped or returned for service. You assume risk of loss during shipping.

Service Upgrades
Rocstor offers extra coverage for your product. For information on service upgrades, visit www.Rocstor.com. Service upgrades purchased in one country are not transferable to another country.

Manual – Disclaimer
Revisions to this manual occur periodically. Please go to the Rocstor website, www.rocstor.com to obtain the most current version of the User Manual. Rocstor is not responsible for any errors or omissions or for the results obtained from the use of the information contained in this manual. All information in this manual is provided with no guarantee of completeness, accuracy, and without warranty of any kind, express or implied, including, but not limited to warranties of the completeness, accuracy, or currency of this information, nor its suitability for any particular purpose.

TECHNICAL SUPPORT INFORMATION

Technical Support
All Rocstor products are backed by free telephone technical support for two (2) years from the date of purchase. Please register your product with Rocstor. To register, fill in the Limited Warranty Registration form in the Support tab at www.Rocstor.com.

Free telephone technical support is available weekdays from 9 AM until 6 PM Pacific Standard Time. Customers in the United States and Canada can call toll-free: **(888) 877-8777**; all others must call **(818) 449-2000**.

When calling for support, please have the product's serial number and system hardware information available.

Rocstor Replaceable Parts Program
Where available, the Rocstor Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the Rocstor Technical Support Center at **888.877.8777,** a replaceable part can be sent directly to you. Once the part arrives, call the Rocstor Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

Limitation on the Use of Any Rocstor Product
The product you purchased was not designed for direct or indirect patient care and treatment. Do not use this product with any equipment used to directly or indirectly treat or care for a patient.

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